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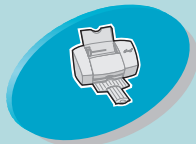
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Steps to basic printing

tells you how to load paper and adjust your printer software for printing.



Beyond the basics

tells you how to print booklets, handouts, and two-sided documents.



Maintaining your printer

tells you how to install, replace, and align the print cartridges.



Troubleshooting

provides information to help you solve printing problems.



Appendix

provides printer software installation, power supply, and safety information.



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allows you to link directly to the information you need.

Home page



Lexmark Z42 Color Jetprinter™ User's Guide for Macintosh

Use this guide when you have questions about your printer or when you encounter a problem.

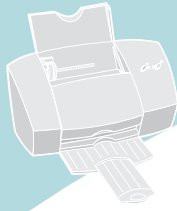
Tips for using this guide

- Use the buttons on the left side of the screen to navigate through the pages of this guide.
- Click the **blue text** to link to another part of this guide.
- Click the left or right arrows to move forward or back through the pages. Click the house to return to the Home page.
- Click **Edition Notice** to view edition and trademark information.
- To print this guide:



- 1 From the Acrobat Reader File menu, choose **Page Setup...**
- 2 Select the **Landscape** orientation button.
- 3 Click **OK**.
- 4 From the Acrobat Reader File menu, choose **Print**.
- 5 Select the pages you want to print, and then click **Print**.





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Basic printing is as easy as:

Step One: Load the paper

Step Two: Customize your printing options

Step Three: Print your document



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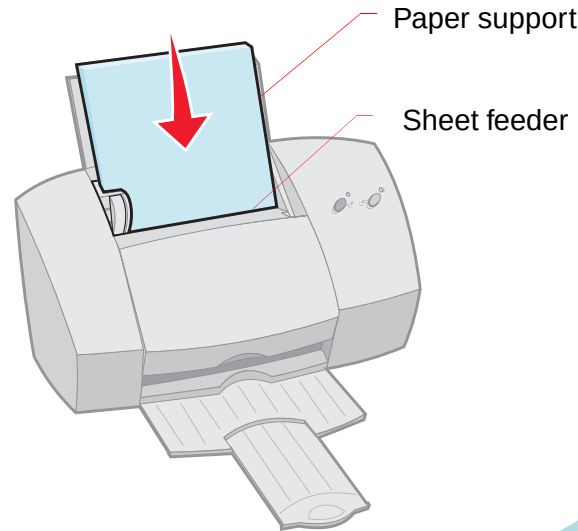


Step One: Load the paper

You can load up to 100 sheets of paper (depending on thickness).

- 1 Place the paper against the right side of the sheet feeder with the print side facing you.

Note: Make sure you do not force the paper into the sheet feeder when you load it. For example, letter or A4 size paper should extend above the top of the paper support.





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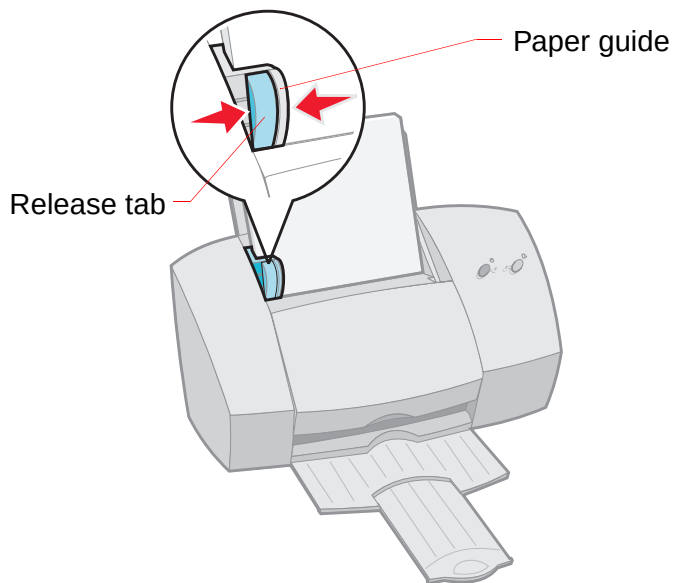


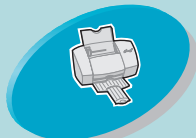
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- 2 Squeeze the release tab and the paper guide together and slide the paper guide to the edge of the paper.

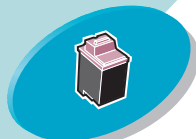




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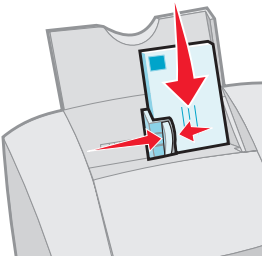
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Loading specialty papers

Follow these guidelines when loading specialty papers:

Load up to:	Make sure the...
10 envelopes.	• print side is facing you. • envelopes are loaded vertically against the right side of the sheet feeder. • stamp location is in the upper left corner. • paper guide is against the side of the envelopes.
10 greeting cards, index cards, postcards, or photo cards.	• print side is facing you. • cards are loaded vertically against the right side of the sheet feeder. • paper guide is against the side of the cards.





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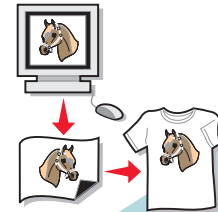


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Load up to:	Make sure the...
25 sheets of photo paper, glossy paper, or coated paper.	- glossy or coated side is facing you. - paper guide is against the side of the photo paper. Note: Remove each photo as it exits the printer and allow it to dry before stacking.
25 iron-on transfers.	- print side is facing you and you follow the instructions included in the iron-on transfer packaging. - paper guide is against the side of the iron-on transfers. Note: Many software applications accept iron-on transfers differently. We recommend printing your design on plain paper before printing the iron-on transfer.





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Load up to:

100 sheets of custom-sized paper.

Make sure the...

- the print side is facing you.
- paper size fits within these dimensions:
 - Width dimensions:
 - mm: 76 - 216
 - inches: 3.0 - 8.5
 - Length dimensions:
 - mm: 127 - 432
 - inches: 5.0 - 17.0
- paper guide is against the side of the paper.





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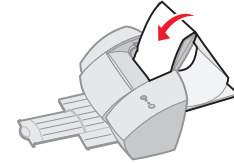


Load up to:

20 sheets of
banner paper.

Make sure the...

- print side is facing you, and then place the banner paper behind the printer. Next, bring the unattached edge of the first page over the top of the printer and into the sheet feeder.
- paper guide is against the side of the paper.



Note: Select the **Banner (Letter)** or **Banner (A4)** Paper Size in the Lexmark Z42 Page Setup dialog box.





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Load up to:

10 transparencies.

Make sure the...

- rough sides of the transparencies are facing you (smooth side down). If your transparency has a removable stripe, make sure it is away from you and pointing down.
- paper guide is against the side of the transparencies.

Note: Remove each transparency as it exits the printer and allow it to dry before stacking.





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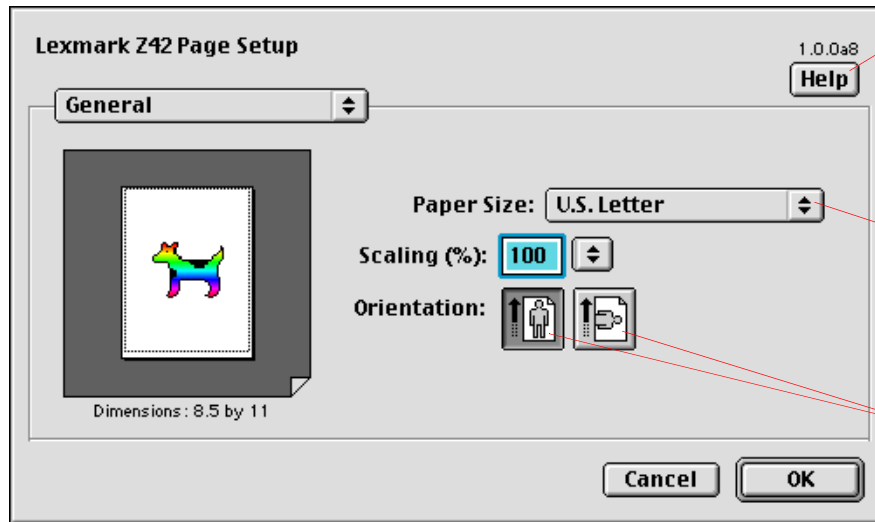
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Step Two: Customize your printing options

The printer software for your printer lets you perform printing tasks with superior printing results.

The Page Setup dialog box comes with your operating system. It includes options such as paper size, orientation, and watermarks.

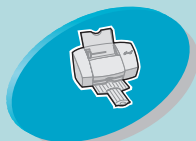


Click **Help** to access the printer driver Help.

Click this pop-up menu to select a paper size.

Click one of these to select the page orientation.

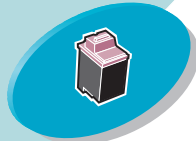




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The Print dialog box comes with your printer software. It includes options such as number of copies, pages to print, paper source, print quality, booklet printing, pages per sheet (handouts), print last page first, print on both sides, color matching, background printing, and print time.

Click this pop-up menu to select print settings. See the following table for a description of these options.

Lexmark Z42 Print 1.0.0a8

General
Paper Type/Quality
Layout
Color
Background Printing
Finder

To:

☐ Wait for pages to dry

Print Quality: Normal **Paper Type:** Plain **Print In:** Background
Image: Color **ColorSync:** Off **Watermark:** Off

Save Settings **Revert to Defaults** **Cancel** **Print**

Click **Help** to access the printer driver Help.





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From the pop-up menu, choose:	When you want to select:
General	the number of copies, the pages to print, and wait for pages to dry.
Paper Type/Quality	paper type and print quality.
Layout	booklet printing, pages per sheet, print last page first, print on both sides, and binding.
Color	ColorSync or Built-In color matching.
Background Printing	print in foreground, print in background, or print time.

Changing your page settings

To change your paper size, orientation, scaling, and watermarks, open the Page Setup dialog box from your application.

- 1 Open the application's File menu.
- 2 Choose **Page Setup**.
- 3 Change options as needed.
- 4 Select **OK**.





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Changing your print settings from an application

To change your print settings from an application (for example, word processing, spreadsheet, graphics, and so on), open the Print dialog box.

- 1 Open the application's File menu.
- 2 Choose **Print...**
- 3 Change options as needed.
- 4 Select **Save Settings**.

Changing your print settings from your desktop

To change your print settings from your desktop, open the Print dialog box.

- 1 From your desktop, open the File menu.
- 2 Choose **Print...**
- 3 Change options as needed.
- 4 Select **Save Settings**.





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Changing your print settings for specialty paper

When you installed your printer software, the Page Setup dialog box and the Print dialog box were set to the default settings. Use the default settings for printing most documents on plain paper. However, you may need to change your printer options for printing on specialty papers.

When you are printing on:	Open this dialog box:	And make these selections:
Envelopes	Page Setup	From the Paper Size pop-up menu, select the appropriate envelope size.
Greeting cards, index cards, or postcards	Page Setup	From the Paper Size pop-up menu, select the appropriate card size.
Banner paper	Page Setup	From the Paper Size pop-up menu, select Banner (Letter) or Banner (A4) .
Custom-sized paper	Page Setup	From the Paper Size pop-up menu, select Edit Custom Paper Sizes and enter the dimensions for your custom paper size.





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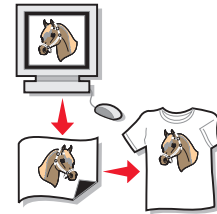


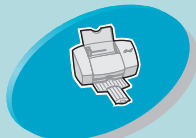
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When you are printing on:	Open this dialog box:	And make these selections:
Coated paper	Print	From the Paper Type/Quality pop-up menu, select Coated Paper Type.
Transparencies	Print	From the Paper Type/Quality pop-up menu, select Transparency Paper Type and Normal (600 dpi) Print Quality. <i>Note: Remove each transparency as it exits the printer and allow it to dry before stacking.</i>
Iron-on transfers	Print	From the Paper Type/Quality pop-up menu, select Iron-On Transfer Paper Type. <i>Note: Many software applications accept iron-on transfers differently. We recommend printing your design on plain paper before printing it on an iron-on transfer.</i>

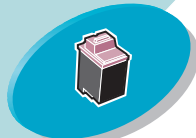




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When you are printing on:	Open this dialog box:	And make these selections:
Glossy/Photo Paper	Print	- From the Paper Type/Quality pop-up menu, select Glossy Paper Type and High (1200 dpi) or Maximum (2400 dpi) Print Quality. - From the Color pop-up menu, select Built-In Color Matching. - From the Document Color pop-up menu, select Natural Color. <i>Note: Remove each photo as it exits the printer and allow it to dry before stacking.</i>

Saving your settings

To save your settings and use them the next time you print:

- 1 Open the File menu.
- 2 Choose **Print...**
The Print dialog box displays on your screen.
- 3 Change settings as needed.
- 4 Select **Save Settings**.





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Going back to the defaults

You may want to change your settings back to the default settings.

- 1 Open the File menu.
- 2 Choose **Print...**
The Print dialog box displays on your screen.
- 3 Select **Revert to Defaults**.

Step Three: Print your document

- 1 Open the File menu.
- 2 Choose **Print...**
The Print dialog box displays on your screen.
- 3 Select **Print**.





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You can customize your printer software for:

[Printing booklets](#)

[Printing handouts](#)

[Printing last page first](#)

[Printing on both sides of a sheet of paper](#)

Printing booklets

You can print and bundle your document together to make a booklet.



Step One: Load the paper

Load up to 100 sheets of paper against the right side of the sheet feeder. For help loading paper, see [page 4](#).



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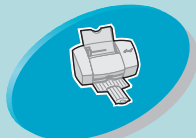


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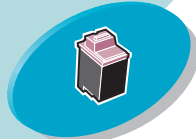




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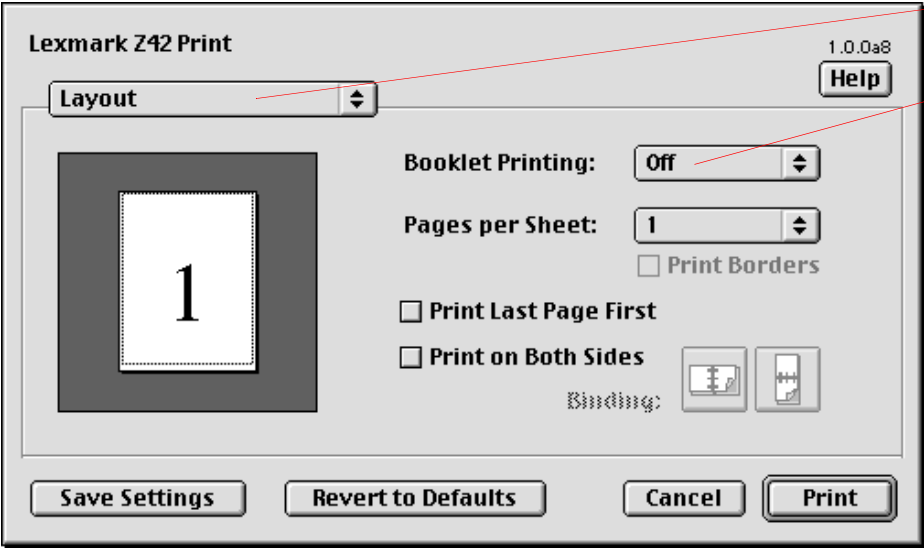
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Step Two: Customize the Print dialog box for booklets

- 1 Open the Page Setup dialog box. For help, see [page 13](#).
- 2 Select the appropriate paper size.
- 3 Select the appropriate page orientation.
- 4 Open the Print dialog box. For help, see [page 14](#).



Select
Layout.

Select the
number of
sheets to
bundle.

- 5 From the General pop-up menu, select **Layout**.





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- 6 From the Booklet Printing pop-up menu, select the appropriate number of sheets to bundle.

Notes:

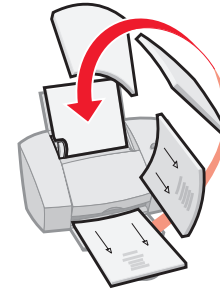
- A bundle is any number of sheets of paper folded together. For help, see the next section, [Building a booklet](#).
- When printing with a heavier paper stock, select a smaller number of sheets to bundle to allow for binding considerations.

- 7 Select **Print**.

When the first half of your booklet is finished printing, your printer software prompts you to reload the paper.

- 8 Insert the stack of paper and paper reloading instruction page with the printed side facing away from you and the arrows pointing down.

Note: The direction of the arrows on your instruction page may be different than the instruction page shown. Always insert the stack of paper and instruction page with the arrows pointing **down**.



- 9 Select **Continue**.





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Building a booklet

Once your document prints, you need to stack the bundles together and bind your booklet.



Five bundles stacked to form a booklet.



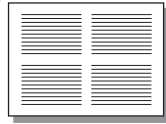
To build a booklet:

- 1 Take the first bundle from the paper exit tray, fold it in half, and set it aside.
- 2 Take the next bundle, fold it in half, and stack it on top of the first bundle.
- 3 Stack the rest of your bundles on top of each other until your booklet is complete.
- 4 Bind the bundles together to complete your booklet.





Printing handouts



You can conserve paper by printing handouts, or multiple page images, on a single sheet of paper.

Step One: Load the paper

Load up to 100 sheets of paper against the right side of the sheet feeder. For help loading paper, see [page 4](#).

Step Two: Customize the Print dialog box for Pages per Sheet (handouts)

You can print your handouts on one side of the paper or on both sides of the paper.

- 1 Open the Page Setup dialog box. For help, see [page 13](#).
- 2 Select the appropriate paper size.
- 3 Select the appropriate page orientation.
- 4 Open the Print dialog box. For help, see [page 14](#).



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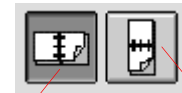
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- 5 From the General pop-up menu, select **Layout**.
- 6 From the Pages per Sheet pop-up menu, select the number of page images you want to print on a single sheet.
The graphic changes to show you how the printed page will look.
- 7 Select **Print Borders** if you want to print a border around each page image.
- 8 To print your handout on both sides of the paper, select **Print on Both Sides**.
- 9 Select the appropriate graphic for the binding edge you want.

You can either bind on the left edge or the top edge of the paper.



Left
binding
edge

Top
binding
edge

- 10 Select **Print**.

If you formatted your handouts to print on one side of each page, you are finished. If you formatted your handouts to print on both sides of each page, continue with printing the second side of your handouts.





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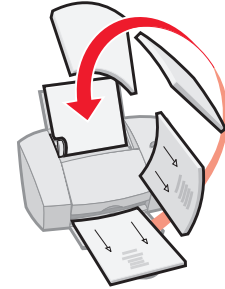
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- 11** When the first half of your handouts is finished printing, your printer software prompts you to reload the paper. Insert the paper and instruction page with the printed side facing away from you and the arrows pointing down.

Note: *The direction of the arrows on your instruction page may be different than the instruction page shown. Always insert the stack of paper and instruction page with the arrows pointing **down**.*



- 12** Select **Continue**.

Printing last page first

You can print your pages in reverse order. The last page prints first and the first page prints last.

Step One: Load the paper

Load up to 100 sheets of paper against the right side of the sheet feeder. For help loading paper, see [page 4](#).





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Step Two: Customize the Print dialog box to print the last page first

- 1 Open the Page Setup dialog box. For help, see [page 13](#).
- 2 Select the appropriate paper size.
- 3 Select the appropriate page orientation.
- 4 Open the Print dialog box. For help, see [page 14](#).
- 5 From the General pop-up menu, select **Layout**.
- 6 Select **Print Last Page First**.
- 7 Select **Print**.

Printing on both sides of a sheet of paper

Your Lexmark printer lets you print on both sides of a sheet of paper. Besides saving paper, this feature is helpful when you want to print tablets.

Step One: Load the paper

Load up to 100 sheets of paper against the right side of the sheet feeder. For help loading paper, see [page 4](#).





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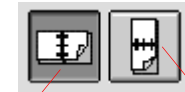
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Step Two: Customize the Print dialog box to print on both sides of the paper

- 1 Open the Page Setup dialog box. For help, see [page 13](#).
- 2 Select the appropriate paper size.
- 3 Select the appropriate page orientation.
- 4 Open the Print dialog box. For help, see [page 14](#).
- 5 From the General pop-up menu, select **Layout**.
- 6 Select **Print on Both Sides**.
- 7 Select the appropriate graphic for the binding edge you want.

You can either bind on the left edge or on the top edge of the paper.



Left binding edge

Top binding edge

- 8 Select **Print**.

The odd-numbered pages print first. When the odd-numbered pages finish printing, your printer software prompts you to reload the paper.





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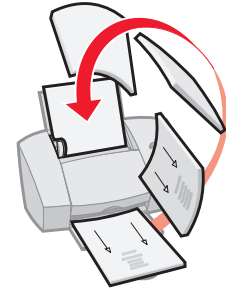
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- 9 Insert the stack of paper and instruction page with the printed side facing away from you and the arrows pointing down.

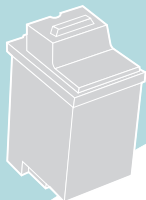
Note: *The direction of the arrows on your instruction page may be different than the instruction page shown. Always insert the stack of paper and instruction page with the arrows pointing **down**.*



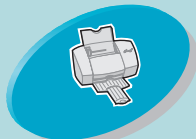
- 10 Select **Continue**.

The even-numbered pages print on the other side.





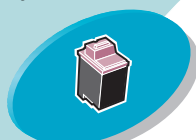
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This chapter describes how to install, replace, and care for your print cartridges. You can use the Control Panel, one of your printer's software programs, to help you with these tasks.

Using the Control Panel

Installing or replacing print cartridges

Improving print quality

Aligning the print cartridges

Cleaning the print nozzles

Wiping print nozzles and contacts

Preserving print cartridges





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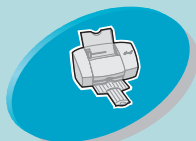
Using the Control Panel

The Control Panel includes two tabs: **Cartridges** and **About**.

Opening the Control Panel

- 1 Open the Apple menu.
- 2 Choose **Control Panels**.
- 3 Choose **Lexmark Z42 Control Panel**.

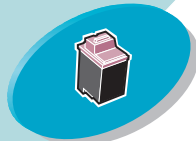




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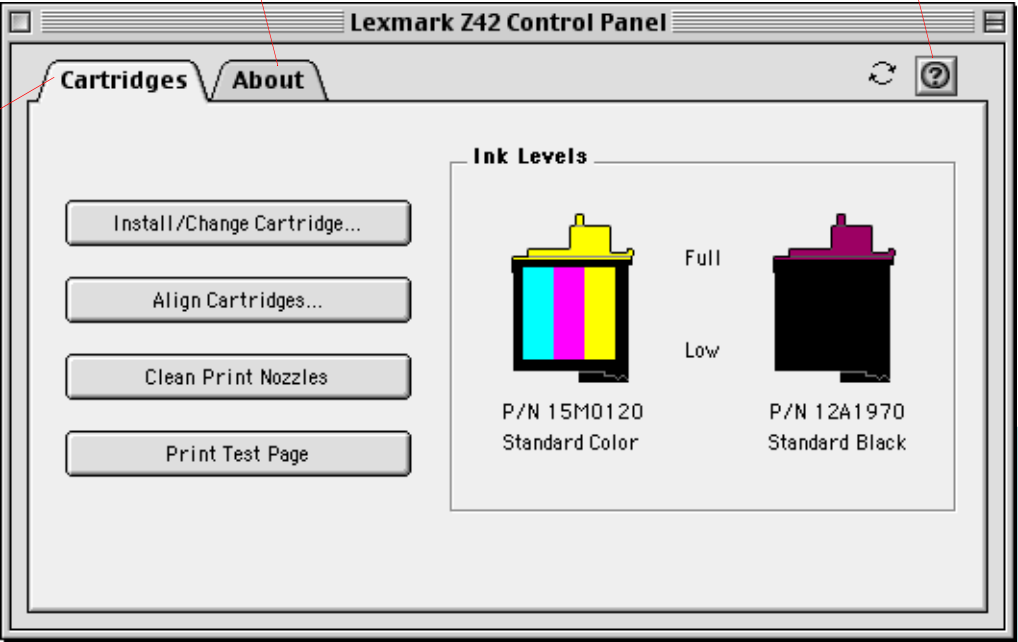
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Select the **About** tab to find printer software version and copyright information.

Select **Help** to access the printer driver Help.

Select the **Cartridges** tab to maintain your print cartridges.





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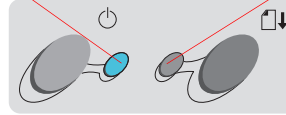
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Installing or replacing print cartridges

- 1 Make sure the Power light is on.

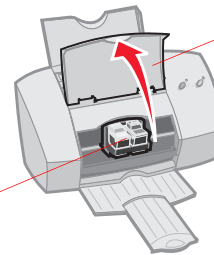
Power light



Paper Feed light

- 2 Raise the front cover.

The print cartridge carrier moves to the loading position unless the printer is busy.



Front cover

Print cartridge carrier in the loading position





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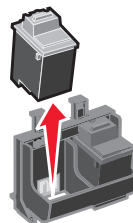
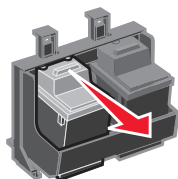


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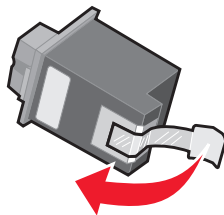
- 3 Remove the old print cartridge. The Cartridge Setup dialog box displays on your screen.



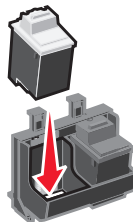
- 4 Install the replacement cartridge in the printer:

Warning:
Do **NOT**
touch the
gold contact
area on the
print
cartridge!

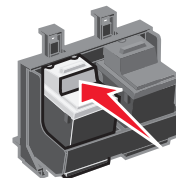
- a If you are installing a new cartridge, remove **only** the sticker and transparent tape from the bottom of the print cartridge.



- b Insert the replacement print cartridge into the print cartridge carrier.



- c Push back firmly on the cartridge until it **snaps** securely into place.



- 5 Close the front cover.
- 6 Store or dispose of the old cartridge.



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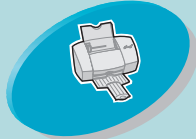
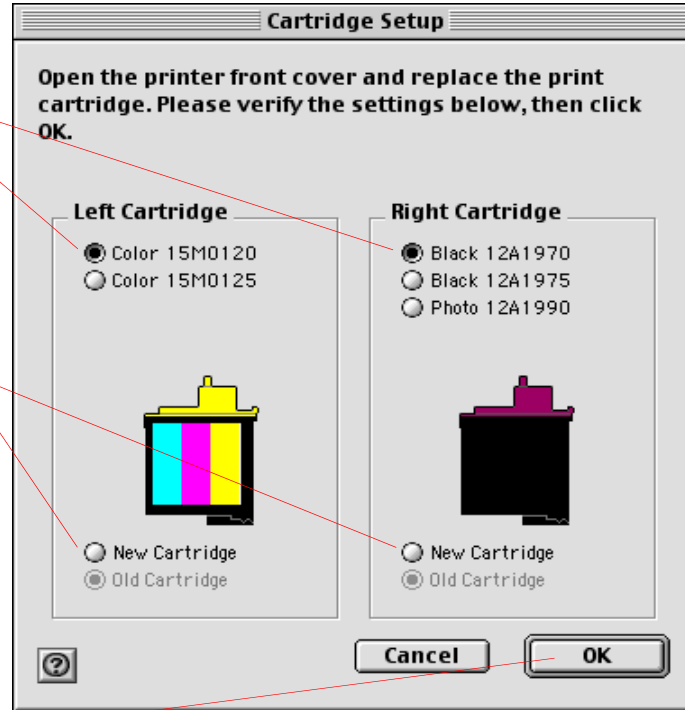


7 Verify the settings on the Cartridge Setup dialog box.

a Select the cartridge(s) you installed.

b Specify whether the cartridge is a **New Cartridge** or an **Old Cartridge** (one that has been used before).

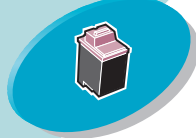
c Select **OK**.



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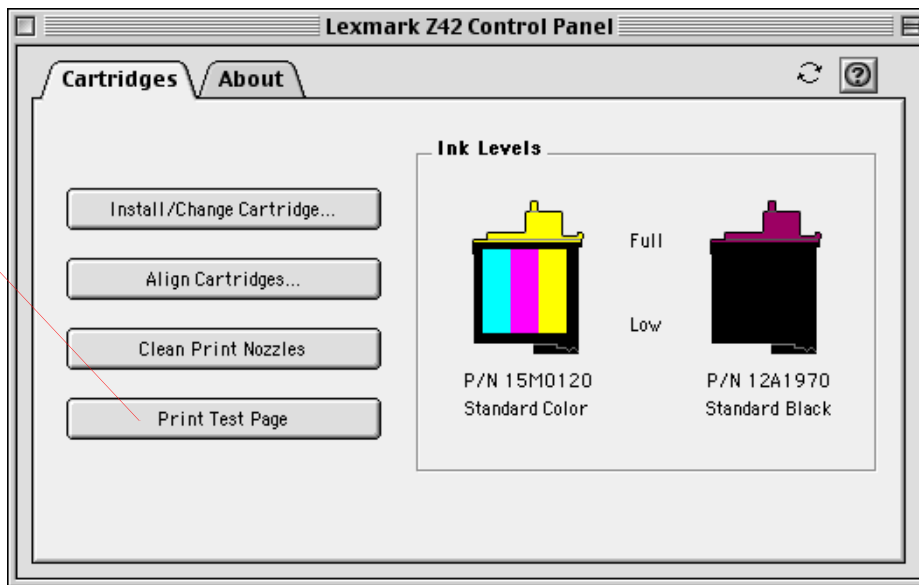
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- 8 If you installed a New Cartridge, select **Yes** to align the cartridges. Follow the instructions on the screen to complete the cartridge alignment. For additional help, see [Aligning the print cartridges](#).
- 9 To see how the cartridges print, select **Print Test Page**.

Select **Print Test Page**.





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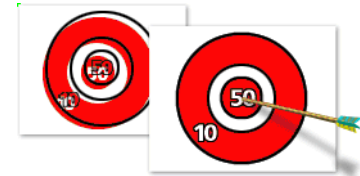


Improving print quality

If print quality is not satisfactory, you may need to align your print cartridges or clean your print nozzles.

Aligning the print cartridges

Normally, you only align the print cartridges after installing a new print cartridge. However, you may also need to align the print cartridges when:



- The black portions of a graphic or text do not align properly with the color portions.
- Characters are not aligned correctly at left margin.
- Vertical lines appear “wavy.”

To align your print cartridges:

- 1 Load plain paper in the printer.
- 2 Open the Control Panel. For help, see [page 30](#).





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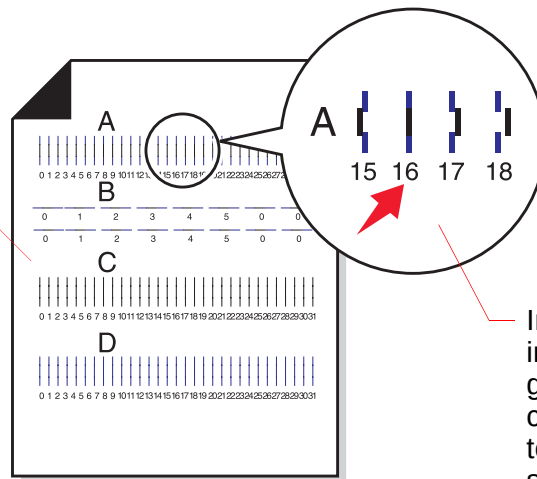
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- From the Cartridges tab, select **Align Cartridges**.
Your printer prints an alignment test page with several alignment patterns. The test page looks similar to the one shown:

Depending on the cartridge combination you installed, an alignment test pattern prints. Each pattern has a number under it.



In this example, in alignment group A, **16** comes closest to forming a straight line.

- From each alignment group on the test page, find the number under the alignment pattern that comes closest to forming a perfectly straight line.





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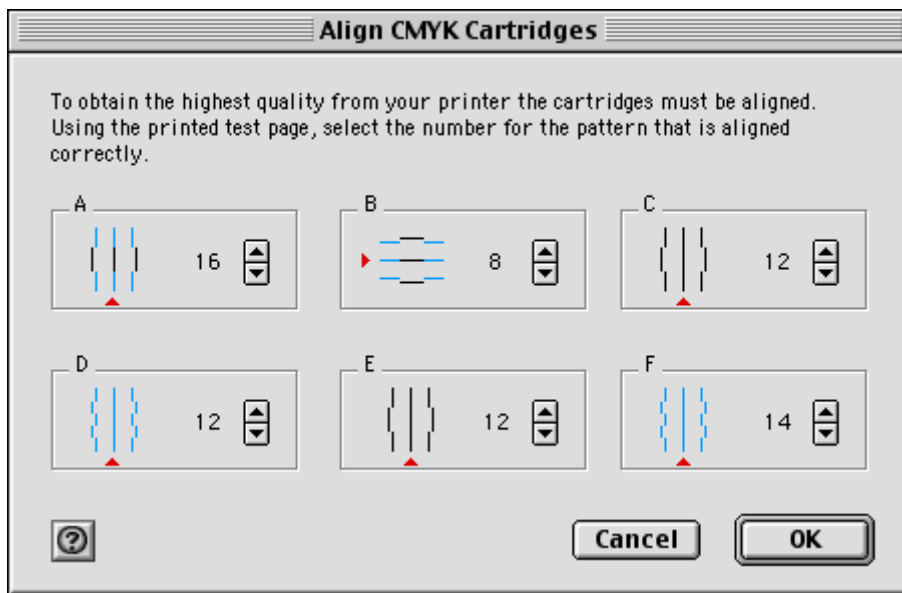


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- 5 In the Align Cartridges dialog box, enter the pattern numbers from the printed test page that come closest to forming a straight line.



- 6 After you have entered a number for each of the patterns, select **OK**.





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Cleaning the print nozzles

The print cartridge nozzle test cleans the print cartridges by forcing ink through the nozzles to clear any clogged nozzles. A test line prints so you can see if the cleaning process was successful.

Run the nozzle test when:

- Characters are not printing completely.
- White dashes appear in graphics or printed characters.
- Print is too dark or smudged.
- Colors do not print correctly.

To run the nozzle test:

- 1 Load plain paper in the printer.
- 2 Open the Control Panel. For help, see [page 30](#).





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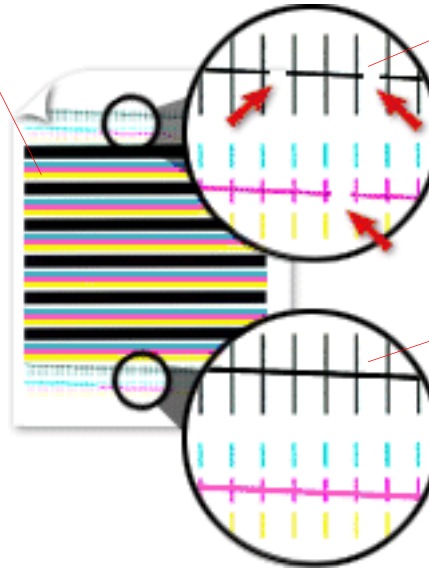
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3 From the Cartridges tab, select **Clean Print Nozzles**.

The printer feeds a sheet of paper and prints a nozzle test pattern, similar to the one shown:

These cyan, magenta, yellow, and black purge lines print when ink is forced through the nozzles to unclog them. If any of these colors are missing on your printed test page, your cartridge may be out of that color of ink.



Broken lines at the top of the page indicate clogged nozzles.

Unbroken lines at the bottom of the page indicate the nozzles were cleaned.





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- 4 Compare the diagonal lines above the printed bars to the diagonal lines below the printed bars. Look for a break in the diagonal lines. A broken line indicates clogged nozzles.
If the bottom line still has breaks, run the test two more times.
 - If the print quality is satisfactory, the print nozzles are clean. You do not need to complete the remaining steps.
 - If the print quality of both sets of lines is not satisfactory, continue with the next step.
- 5 Remove and reinstall the print cartridge.
- 6 Repeat the nozzle test.
- 7 If the lines are still broken, see the next section, [Wiping print nozzles and contacts](#).





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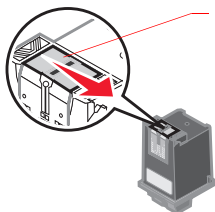


Wiping print nozzles and contacts

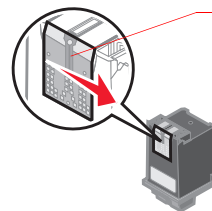
If print quality does not improve after cleaning the print nozzles (see [page 39](#)), there may be dried ink on the nozzles or contacts.

- 1 Remove the print cartridges from the printer (see [page 32](#)).
- 2 Dampen a clean, lint-free cloth with water. Gently wipe the nozzles and contacts in one direction.

Warning: Do **NOT** wipe the nozzles and contacts with the same section of cloth.



Nozzles



Contacts

- a Hold the damp cloth against the nozzles for about three seconds. Gently blot and wipe dry.
 - b Use another clean section of cloth to gently wipe the contacts. Hold the damp, lint-free cloth against the contacts for about three seconds. Gently blot and wipe dry.
- 3 Reinstall the print cartridges and repeat the nozzle test. For help, see [page 39](#).
If the print quality has not improved after this cleaning process, replace your print cartridge. If print quality still does not improve, your printer may require service.





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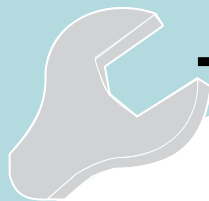
Preserving print cartridges

To ensure the longest life from your print cartridges and optimum performance from your printer:

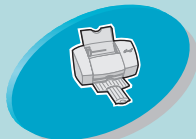
- Keep a new print cartridge in its packaging until you are ready to install it.
- Do not remove a print cartridge from the printer except to replace, clean, or store it in an air-tight container. The print cartridge does not print correctly if removed from the printer and left exposed for an extended period of time.
- If a print cartridge runs out of ink, leave the empty cartridge in the printer until you are ready to replace it. Printing with only one print cartridge installed may cause printer problems.

Lexmark's printer warranty does not cover repair of failures or damage caused by a refilled cartridge. Lexmark does not recommend use of refilled cartridges. Refilling cartridges can affect print quality and cause damage to the printer. For best results, use Lexmark supplies.





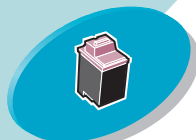
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This section lists printer problems that can occur and what you can do to solve them. From the list of printing problems below, select a category that describes your printing problem. Then search for the solution to your problem.

General printing problems

Printer prints slowly or doesn't print

Paper misfeeds or jams

Document prints with mistakes or poor quality

Problems with envelopes, transparencies, or photos

Error messages and flashing lights

Macintosh computer locks up while printing





General printing problems

When there is a problem, first make sure that:

- The power supply is plugged into the printer and a properly grounded electrical outlet.
- The printer is turned on.
- The printer is set as the default printer. To check the printer status:
 - 1 Double-click the Lexmark Z42 printer icon on your desktop.
 - 2 From the menu bar, choose **Printing**.
 - 3 Make sure **Set Default Printer** is checked.



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Printer prints slowly or doesn't print



If your printer does not print, your printer and your computer may not be able to communicate properly.

The following events also indicate two-way communication problems:

- A message displays on your computer screen indicating an error has occurred while printing a document and suggests you try printing again.
- Print cartridge ink level indicators on the Cartridges tab of the printer's Control Panel are shaded.
- Error messages (such as Paper Out) and job progress information do not display on your computer screen.

Before proceeding, verify that:

- The USB cable is securely attached to both the printer and the computer.
- The printer is plugged in and turned on.

If you have a hub or peripheral, such as a scanner or fax machine, you may need to disconnect your printer from those devices and connect the printer directly to your computer.





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Printer is plugged in but doesn't print

Make sure:

- The printer is turned on.
- The USB cable is completely plugged into the printer.
- The printer is set as the default printer. To check the printer status:
 - 1 Double-click the Lexmark Z42 printer icon on your desktop.
 - 2 From the menu bar, choose **Printing**.
 - 3 Make sure **Set Default Printer** is checked.
- Paper is loaded correctly.
- The print job is not paused. To check the print job status:
 - 1 Double-click the Lexmark Z42 printer icon on your desktop.
 - 2 Make sure the Pause button is **not** selected. 
- The print queue is not stopped. To check the print queue status:
 - 1 Double-click the Lexmark Z42 printer icon on your desktop.
 - 2 From the menu bar, choose **Printing**.
 - 3 Choose **Start Print Queue**.

Print a test page. If the test page prints, the printer is functioning properly. Check your application.





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Test page does not print

Make sure the print cartridges are installed correctly. For help, see [page 32](#).

Printer ejects a blank page after appearing to print

Make sure you have removed the sticker and transparent tape on the bottom of the print cartridges. For help, see [page 32](#).

Printer prints very slowly

- Close any open applications not in use.
- Decrease your Print Quality setting.
- Check the document you are printing. Photos and graphics may take longer to print than regular text.
- Check your computer's resources. Consider purchasing more memory or increasing the virtual memory for your computer.
- Print the document in the foreground rather than in the background.
- Disconnect your printer from any hubs or peripherals, such as scanners or fax machines, and connect the printer directly to your computer.





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Paper misfeeds or jams



Paper misfeeds or multiple sheets feed through the printer

Make sure:

- The printer is on a flat, level surface.
- The paper is recommended for inkjet printers.
- You do not force the paper down into the printer when you load it. For example, if you are loading letter or A4 size paper, the top edge of the paper should extend above the top of the sheet feeder.
- You do not load too much paper in the sheet feeder. Depending on the thickness of your paper, the sheet feeder can hold up to 100 sheets of paper.
- The paper guide is against the left side of the paper and it does not cause the paper to bow in the sheet feeder.





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Printer does not feed envelopes or specialty papers

- Make sure your printer will feed regular paper. For help loading paper, see [page 4](#).
- If regular paper feeds without problems, load the envelopes vertically against the right side of the sheet feeder. Make sure the paper guide is against the side of the envelopes.
- Make sure envelope or the appropriate specialty paper is selected in the Page Setup dialog box or the Print dialog box.
- Make sure you are using a paper or envelope size supported by your printer.
- Your application may not be designed to print envelopes. For help, check your application's documentation.

Printer has a paper jam

If the paper is lodged too far into the printer and can't be removed:

- 1 Press the Power button to turn the printer off.
- 2 Press the Power button to turn the printer back on.
- 3 If the printer does not eject the page, turn the printer off.





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- 4 Pull firmly on the paper to remove it. If you cannot reach the paper because it is too far into the printer, raise the front cover and pull the paper out from the front of the printer.
- 5 Close the front cover.
- 6 Press the Power button to turn the printer back on.
- 7 Resend your document to print.

Document prints with mistakes or poor quality



Print is too dark or smudged

- Make sure the paper is straight and unwrinkled.
- Let the ink dry before handling the paper.
- Make sure the Paper Type or Paper Size setting in the printer software matches the type of paper loaded in the printer.
- Change the print quality setting to **Quick Print**.
- Clean the print nozzles. For help, see [page 39](#).





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Vertical straight lines are not smooth

To improve the print quality of vertical straight lines in tables, borders, and graphs:

- Select a higher Print Quality.
- Align the print cartridges. For help, see [page 36](#).
- Clean the print nozzles. For help, see [page 39](#).

Print smears on the page

- The next page exiting the printer may be smearing the ink. Remove each page as it exits the printer and allow it to dry before stacking.
- The print nozzles may need cleaning. For help, see [page 39](#).

Printed pages have alternating bands of light and dark print (intermittent printing)

- Select the Print Quality setting **High (1200 dpi)** or **Maximum (2400 dpi)**.
- Print the document in the foreground rather than in the background.





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- You may have two-way communication problems. For help, see [page 46](#).

Print quality is poor at the left, right, top, or bottom edge of page

Like other printers, your printer cannot print in the extreme left, right, top, or bottom edges of a page.

Use these minimum settings:

- Left and right margins:
6.35 mm (0.25 in.) each for all paper sizes except A4
For A4 size paper - 3.37 mm (0.133 in.) each
- Top and bottom margins:
Top - 1.7 mm (0.067 in.)
Bottom - 16.51 mm (0.65 in.) for most jobs
Bottom - 19 mm (0.75 in.) for best print quality for color jobs





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Printed characters are improperly formed or misaligned

- Cancel all print jobs, if any, and resend your job to print.
- Align the print cartridges. For help, see [page 36](#).
- Clean the print nozzles. For help, see [page 39](#).

Colors on the printout differ from the colors on the screen

- For ColorSync color matching, select the profile and rendering intent you want:
 - 1 From the File menu, choose **Print...**
 - 2 From the General pop-up menu, select **Color**.
 - 3 Select **ColorSync Color Matching**.
 - 4 Select the Printer Profile you want.
 - 5 Select the Rendering Intent you want.
- For Built-In color matching, select Natural Color as the Document Color:
 - 1 From the File menu, choose **Print...**
 - 2 From the General pop-up menu, select **Color**.
 - 3 Select **Built-In Color Matching**.
 - 4 From Document Color, select **Natural Color**.





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- A print cartridge may be out of ink or low on ink. For help changing the print cartridge, see [page 32](#).
- Try using a different brand of paper. Every paper brand accepts ink differently and prints with slight color variations.
- Disconnect your printer from any extra peripherals and connect the printer directly to your computer.

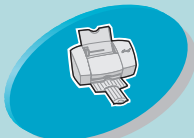
Colors on the printout are faded

Try the suggestions listed in the section [Colors on the printout differ from the colors on the screen](#). If the colors still seem faded, run the nozzle test. For help, see [page 39](#).

Characters are missing or unexpected

- The printer is set as the default printer. To check the printer status:
 - 1 Double-click the Lexmark Z42 printer icon on your desktop.
 - 2 From the menu bar, choose **Printing**.
 - 3 Make sure **Set Default Printer** is checked.
- Your printer may have two-way communication problems. For help, see [page 46](#).

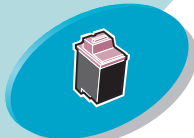




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Problems with envelopes, transparencies, or photos



Printer does not feed envelopes or specialty papers

For help, see [page 50](#).

Transparencies or glossy photo papers stick together

- Use a transparency or photo paper designed for an inkjet printer.
- Remove each page as it exits the printer and allow it to dry before stacking.

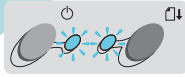
Transparencies or photos contain white lines

- Select a higher Print Quality.
- Your print nozzles may need cleaning. For help, see [page 39](#).





Error messages and flashing lights



Power
light

Paper
Feed
light

Paper Jam message

For help, see [page 50](#).

Ink Low message

A print cartridge is running out of ink. Purchase a new print cartridge.

The Power light is on and the Paper Feed light is blinking

- If the printer is out of paper:
 - 1 Load paper.
 - 2 Press the Paper Feed button.
- If the printer has a paper jam, see [page 50](#).

The Power light blinks twice

The print cartridge carrier has stalled. Check your screen for any error messages.

- 1 Turn the printer off.
- 2 After waiting a few seconds, turn the printer back on.



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Macintosh computer locks up while printing

If your Macintosh computer locks up or freezes while printing, you may need to turn off the printer and the computer, and then turn them back on. When you turn them back on, the print driver's spooler may attempt to start printing the job that was in the queue before the computer locked up. This could cause your system to lock up again. To recover from this problem:

- 1 Turn off the printer and the computer.
- 2 Hold down the **Shift** key and turn on the computer.
- 3 Continue to hold the **Shift** key until you see the Mac OS screen with the words: Extensions Off.
- 4 Release the **Shift** key.
- 5 Locate the Lexmark Z42 printer icon on your desktop. The inactive printer spooler will have an **X** over it.
- 6 Double-click the icon to open a folder titled **Lexmark Z42**.
- 7 Drag your print jobs to the trash can.
- 8 Restart the Macintosh computer to enable extensions again.





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In this section, you can find information about:

- [Installing printer software](#)
- [Uninstalling printer software](#)
- [Power supply](#)
- [Safety information](#)

Installing printer software

You can obtain the printer software using:

- the compact disc (CD) that came with your printer
- the World Wide Web

If your printer software does not install properly, a communications error message appears when you try to print. You may need to uninstall, and then reinstall the printer software. For help, see [Uninstalling printer software](#).

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Using the CD

Macintosh 8.6/9 - USB cable

- 1 Start Macintosh.
- 2 When the desktop appears, insert the software CD. The Lexmark Z42 software installation screen displays on your screen.
- 3 Click **Install and Agree**.
- 4 Click **Install**.
- 5 Select the Lexmark Z42 printer in the Chooser by following the four steps on the dialog box.

Note: If your Macintosh computer locks up or freezes while printing, you may need to turn off the printer and the computer, and then turn them back on. When you turn them back on, the printer driver's spooler may attempt to start printing the job that was in the queue before the computer locked up. This could cause your system to lock up again.

To recover from this problem:

- 1 Turn off the printer and the computer.
- 2 Hold down the **Shift** key and turn the computer on.
- 3 Continue to hold the **Shift** key until you see the Mac OS screen and the words "Extensions Off."
- 4 Release the **Shift** key.
- 5 Locate the Lexmark Z42 printer icon on your desktop. The inactive printer spooler has an **X** over it.
- 6 Double-click the icon to open the Lexmark Z42 dialog box.
- 7 Drag your print jobs to the trash can.
- 8 Restart the computer to enable the extensions.





Safety information

- If your product is NOT marked with this symbol , it MUST be connected to an electrical outlet that is properly grounded.
- The power cord must be connected to an electrical outlet that is near the product and easily accessible.
- Refer service or repairs, other than those described in the operating instructions, to a professional service person.
- This product is designed, tested and approved to meet strict global safety standards with the use of specific Lexmark components. The safety features of some parts may not always be obvious. Lexmark is not responsible for the use of other replacement parts.

To uninstall the printer software:

- 1 Drag the printer icon to the trash can on the desktop.
- 2 Insert the software CD. The Lexmark Z42 software installation screen displays on your screen.
- 3 Click **Install and Agree**.
- 4 From the Easy Install pop-up menu, choose **Uninstall**.
- 5 Select **Complete Uninstall**.
- 6 Click **Uninstall**.

Power supply

- If your power supply fails, replace it with the Lexmark replacement part or other UL LISTED Direct Plug-In Power Unit marked "Class 2" and rated 30 V dc at 500 mA.

Using the World Wide Web

If your computer does not have a CD-ROM drive, you can download the printer software from the World Wide Web at www.lexmark.com.

Note: Before you begin, make sure Stuffit Expander is loaded on your system.

To download the printer software:

- 1 From Lexmark's Web site, select the appropriate driver for your operating system.
- 2 Double-click the binhex (.hqx) file to open it.
- 3 Follow the instructions on your screen.

Uninstalling printer software

If your printer software does not install properly, you may need to uninstall, and then reinstall the software.



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